

B. Child Question by Question Percentages/Comparisons

Question	Answer	2004-05							
		All Child				NA Child			
		Number Received		391		Number Received		112	
		Blank	% Blank	#	%	Blank	% Blank	#	%
Our records show that your child is now on Montana Medicaid PASSPORT To Health. Is that right?	Yes	1	0.26%	389	99.74%	0	0.00%	111	99.11%
	No			1	0.26%			1	0.89%
Since you joined PASSPORT To Health, how much of a problem, if any, was it to get a personal provider for your child that you are happy with?	A Big Problem	5	1.28%	11	2.85%	2	1.79%	5	4.55%
	A Small Problem			23	5.96%			3	2.73%
	Not a Problem			320	82.90%			96	87.27%
	My child didn't get a new personal provider			32	8.29%			6	5.45%
Did you choose your child's provider?	Yes	5	1.28%	353	91.45%	2	1.79%	94	85.45%
	No, a provider was assigned to my child			23	5.96%			12	10.91%
	Don't Know			10	2.59%			4	3.64%
Have you ever felt that your child received fewer services than other patients?	Yes	6	1.53%	17	4.42%	1	0.89%	6	5.41%
	No			353	91.69%			102	91.89%
	Don't Know			15	3.90%			3	2.70%
Using any number from 0 to 10 where 0 is the worst provider possible, and 10 is the best provider possible, how would you rate your child's provider now?	0 - Worst	6	1.53%	1	0.26%	1	0.89%	1	0.90%
	1			1	0.26%			0	0.00%
	2			1	0.26%			1	0.90%
	3			5	1.30%			1	0.90%
	4			5	1.30%			2	1.80%
	5			15	3.90%			8	7.21%
	6			11	2.86%			2	1.80%
	7			33	8.57%			12	10.81%
	8			61	15.84%			19	17.12%
	9			44	11.43%			8	7.21%
	10 - Best			202	52.47%			54	48.65%
	11 - Don't have			6	1.56%			3	2.70%
In the last 6 months, did you make any appointments with a doctor or other health provider for regular or routine health care for your child?	Yes	4	1.02%	236	60.98%	0	0.00%	60	53.57%
	No			146	37.73%			50	44.64%
	Don't Know			5	1.29%			2	1.79%
In the last 6 months, how often did you get an appointment for your child for regular or routine health care as soon as you wanted?	Never	152	38.87%	2	0.84%	51	45.54%	0	0.00%
	Sometimes			24	10.04%			7	11.48%
	Usually			59	24.69%			20	32.79%
	Always			152	63.60%			33	54.10%
	My child didn't need an appointment			2	0.84%			1	1.64%
In the last 6 months, how many days did you usually have to wait between making an appointment for your child for regular or routine care and actually seeing a provider?	Same day	153	39.13%	77	32.35%	51	45.54%	22	36.07%
	1 day			30	12.61%			11	18.03%
	2-3 days			47	19.75%			14	22.95%
	4-7 days			35	14.71%			11	18.03%
	8-14 days			27	11.34%			2	3.28%
	15-30 days			14	5.88%			1	1.64%
	31 days or longer			7	2.94%			0	0.00%
	My child didn't need an appointment			1	0.42%			0	0.00%
Where did your child get this regular or routine care? (Mark all that apply) (NOTE: May total more than 100% because respondents could choose more than one)	My personal provider	154	39.39%	223	94.09%	52	46.43%	52	86.67%
	Another health care provider			18	7.59%			5	8.33%
	An Urgent Care/Walk-In clinic			13	5.49%			6	10.00%
	An Emergency Room			8	3.38%			3	5.00%
	Other			0	0.00%			0	0.00%
	My child didn't need an appointment			2	0.84%			0	0.00%
When receiving treatment for regular or routine care somewhere other than your child's personal provider, was your child referred by his or her personal care provider?	Yes, always	153	39.13%	65	27.31%	52	46.43%	15	25.00%
	Sometimes			27	11.34%			7	11.67%
	No, never			24	10.08%			12	20.00%
	My child never saw someone else			122	51.26%			26	43.33%
In the last 6 months, did your child have an illness, injury or condition that needed care right away in clinic, emergency room or provider's office?	Yes	3	0.77%	164	42.27%	0	0.00%	46	41.07%
	No			217	55.93%			65	58.04%
	Don't Know			7	1.80%			1	0.89%
In the last 6 months, when your child needed care right away for an illness, injury or condition, how often did your child get care as soon as you wanted?	Never	229	58.57%	1	0.62%	68	60.71%	0	0.00%
	Sometimes			20	12.35%			5	11.36%
	Usually			23	14.20%			6	13.64%
	Always			117	72.22%			32	72.73%
	My child didn't need an appointment			1	0.62%			1	2.27%

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		Blank	% Blank	#	%	Blank	% Blank	#	%
In the last 6 months, how long did your child usually have to wait between trying to get care and actually seeing a provider for an illness, injury or condition?	Same day	229	58.57%	98	60.49%	68	60.71%	24	54.55%
	1 day			24	14.81%			7	15.91%
	2 days			10	6.17%			4	9.09%
	3 days			6	3.70%			1	2.27%
	4-7 days			11	6.79%			4	9.09%
	8-14 days			7	4.32%			3	6.82%
	15-30 days ^^^			4	2.47%			0	0.00%
	My child didn't need an appointment			2	1.23%			1	2.27%
Where did your child get care for this illness, injury or condition? (Mark all that apply) (NOTE: May total more than 100% because respondents could choose more than one)	My child's personal provider	229	58.57%	106	65.43%	68	60.71%	18	40.91%
	Another health care provider			20	12.35%			7	15.91%
	An Urgent Care/Walk-In clinic			35	21.60%			8	18.18%
	An Emergency Room			48	29.63%			17	38.64%
	Other			1	0.62%			0	0.00%
	Needed but did not get care			0	0.00%			0	0.00%
When receiving treatment for an illness, injury or condition somewhere other than your child's personal provider, was your child referred by his or her personal care provider?	My child didn't need an appointment	229	58.57%	0	0.00%	68	60.71%	0	0.00%
	Yes, always			48	29.63%			15	34.09%
	Sometimes			23	14.20%			5	11.36%
	No, never			43	26.54%			16	36.36%
In the last 6 months, how many times did you go to an emergency room to get care for your child?	My child never saw someone else	4	1.02%	48	29.63%	0	0.00%	8	18.18%
	None			282	72.87%			75	66.96%
	1			68	17.57%			16	14.29%
	2			28	7.24%			17	15.18%
	3			6	1.55%			4	3.57%
	4			3	0.78%			0	0.00%
	5 to 9			0	0.00%			0	0.00%
	10 or more			0	0.00%			0	0.00%
In the last 6 months, did you call a provider's office or clinic during regular office hours to get help or advice for your child?	Yes	5	1.28%	206	53.37%	0	0.00%	48	42.86%
	No			178	46.11%			63	56.25%
	Don't Know			2	0.52%			1	0.89%
In the last 6 months, when you called during regular office hours, how often did you get the help or advice your child needed?	Never	185	47.31%	4	1.94%	63	56.25%	1	2.04%
	Sometimes			12	5.83%			2	4.08%
	Usually			28	13.59%			6	12.24%
	Always			161	78.16%			40	81.63%
	I didn't call			1	0.49%			0	0.00%
In the last 6 months (not counting times your child went to an emergency room), how many times did your child go to a provider's office or clinic to get care?	None	5	1.28%	86	22.28%	1	0.89%	31	27.93%
	1			98	25.39%			32	28.83%
	2			72	18.65%			24	21.62%
	3			61	15.80%			15	13.51%
	4			34	8.81%			2	1.80%
	5 to 9			32	8.29%			6	5.41%
	10 or more			3	0.78%			1	0.90%
In the last 6 months, once your child arrived at his or her provider's office or clinic, how long did your child have to wait before seeing the person your child went to see?	15 minutes or less	94	24.04%	170	57.24%	33	29.46%	39	49.37%
	16-30 minutes			90	30.30%			26	32.91%
	31-60 minutes			31	10.44%			8	10.13%
	More than an hour			6	2.02%			6	7.59%
In the last 6 months, how often were office staff at your child's provider's office or clinic as helpful as you thought they should be?	Never	95	24.30%	4	1.35%	33	29.46%	2	2.53%
	Sometimes			16	5.41%			6	7.59%
	Usually			59	19.93%			19	24.05%
	Always			216	72.97%			52	65.82%
	My child had no visits			1	0.34%			0	0.00%
Is your child old enough to talk with providers about his or her health care?	Yes	6	1.53%	219	56.88%	0	0.00%	67	59.82%
	No			160	41.56%			42	37.50%
	Don't Know			6	1.56%			3	2.68%
In the last 6 months, how often did doctors or other health providers explain things in a way your child could understand?	Never	178	45.52%	9	4.23%	48	42.86%	5	7.81%
	Sometimes			17	7.98%			7	10.94%
	Usually			40	18.78%			11	17.19%
	Always			121	56.81%			31	48.44%
	My child had no visits			26	12.21%			10	15.63%
If your child's personal provider couldn't see him or her in the last 6 months, did they help find another place to take your child?	Yes	31	7.93%	162	45.00%	7	6.25%	45	42.86%
	No			148	41.11%			46	43.81%
	Don't Know			50	13.89%			14	13.33%

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If yes, where did they refer your child? (Mark all that apply). (NOTE: May total more than 100% because respondents could choose more than one)	Another doctor or nurse	156	39.90%	122	77.71%	43	38.39%	29	67.44%
	Public Health Clinic or Community Health Center			10	6.37%			4	9.30%
	Emergency room at the hospital			10	6.37%			4	9.30%
	Walk In Clinic/Urgent Care Center			20	12.74%			6	13.95%
	Other			1	0.64%			0	0.00%
Is your child 2 years old or younger?	Yes	7	1.79%	123	32.03%	1	0.89%	31	27.93%
	No			261	67.97%			80	72.07%
After your child was born, did you get any reminders to bring your child in for a check up or for shots?	Yes	269	68.80%	84	68.85%	80	71.43%	20	62.50%
	No			33	27.05%			11	34.38%
	Don't Know			5	4.10%			1	3.13%
Since your child was born, has he or she gone to a provider for a check up to see how he or she was doing or for shots?	Yes	269	68.80%	114	93.44%	80	71.43%	27	84.38%
	No			5	4.10%			3	9.38%
	Don't Know			3	2.46%			2	6.25%
Did you get an appointment for your child's first visit to a provider for a check up, or for shots, as soon as you wanted?	Yes	274	70.08%	110	94.02%	83	74.11%	27	93.10%
	No			2	1.71%			1	3.45%
	Don't Know			5	4.27%			1	3.45%
In the last 6 months, how much of a problem, if any was it to get a referral to a specialist that your child needed to see?	A Big Problem	4	1.02%	6	1.55%	0	0.00%	4	3.57%
	A Small Problem			12	3.10%			4	3.57%
	Not a Problem			98	25.32%			25	22.32%
	My child didn't need to see a specialist			271	70.03%			79	70.54%
When was the last time your child have any visits for preventive care (such as shots or Well Child Check Ups)?	Less than 6 months ago	6	1.53%	173	44.94%	0	0.00%	43	38.39%
	At least 6 months but less than 1 year ago			114	29.61%			34	30.36%
	At least a year but less than 2 years ago			57	14.81%			21	18.75%
	At least 2 years but less than 5 years ago			29	7.53%			8	7.14%
	At least 5 years but less than 10 years ago			11	2.86%			6	5.36%
	10 or more years ago			1	0.26%			0	0.00%
If No, why not? (Mark all that apply) (NOTE: May total more than 100% because respondents could choose more than one)	I did not need preventive care	199	50.90%	180	90.45%	67	59.82%	61	91.04%
	I was unable to schedule preventive care			3	1.51%			1	1.49%
	I could not make it to an appointment			2	1.01%			0	0.00%
	I did not have time			5	2.51%			3	4.48%
	Other			10	5.03%			2	2.99%
How many months or years in a row has your child been in the PASSPORT To Health Program?	Less than 6 months	11	2.81%	40	10.53%	1	0.89%	12	10.81%
	At least 6 months but less than 1 year			64	16.84%			13	11.71%
	At least a year but less than 2 years			79	20.79%			20	18.02%
	At least 2 years but less than 5 years			100	26.32%			36	32.43%
	At least 5 years but less than 10 years			65	17.11%			21	18.92%
	10 or more years			32	8.42%			9	8.11%
How well do you feel you understand the PASSPORT To Health Program? Use any number from 0 to 10 where 0 is not at all, and 10 is completely.	0 - Not at all	5	1.28%	7	1.81%	0	0.00%	6	5.36%
	1			3	0.78%			2	1.79%
	2			5	1.30%			1	0.89%
	3			13	3.37%			4	3.57%
	4			14	3.63%			7	6.25%
	5			39	10.10%			11	9.82%
	6			27	6.99%			9	8.04%
	7			54	13.99%			14	12.50%
	8			73	18.91%			15	13.39%
	9			53	13.73%			14	12.50%
	10 - Completely			98	25.39%			29	25.89%
Have you or your child used the Montana Medicaid Help Line?	Yes	5	1.28%	144	37.31%	0	0.00%	38	33.93%
	No			230	59.59%			70	62.50%
	Don't Know			12	3.11%			4	3.57%
How useful did find it?	Very Useful	13	3.32%	87	23.02%	3	2.68%	28	25.69%
	Somewhat Useful			47	12.43%			10	9.17%
	Not Useful			10	2.65%			0	0.00%
	I didn't use it			234	61.90%			71	65.14%

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		Blank	% Blank	#	%	Blank	% Blank	#	%
Have you or your child used the PASSPORT To Health Client Handbook (small blue/gray book, titled "Handbook for Clients")?	Yes	4	1.02%	209	54.01%	1	0.89%	58	52.25%
	No			157	40.57%			44	39.64%
	Don't Know			21	5.43%			9	8.11%
How useful did you find it?	Very Useful	18	4.60%	120	32.17%	7	6.25%	43	40.95%
	Somewhat Useful			85	22.79%			14	13.33%
	Not Useful			1	0.27%			0	0.00%
	I didn't use it			167	44.77%			48	45.71%
Have you or your child used the Medicaid Handbook ("Medicaid Your Health Care Program and What You Need to Know")?	Yes	6	1.53%	213	55.32%	1	0.89%	59	53.15%
	No			148	38.44%			43	38.74%
	Don't Know			24	6.23%			9	8.11%
How useful did you find it?	Very Useful	23	5.88%	128	34.78%	7	6.25%	40	38.10%
	Somewhat Useful			80	21.74%			17	16.19%
	Not Useful			2	0.54%			0	0.00%
	I didn't use it			158	42.93%			48	45.71%
Have you or your child used the PASSPORT Client Newsletter (mailed quarterly, titled "Your PASSPORT To Health Newsletter")?	Yes	6	1.53%	210	54.55%	1	0.89%	64	57.66%
	No			153	39.74%			38	34.23%
	Don't Know			22	5.71%			9	8.11%
How useful did you find it?	Very Useful	20	5.12%	117	31.54%	5	4.46%	41	38.32%
	Somewhat Useful			86	23.18%			22	20.56%
	Not Useful			5	1.35%			0	0.00%
	I didn't use it			163	43.94%			44	41.12%
Have you or your child used any of the PASSPORT Program brochures ("Getting Started with Your Medicaid Health Services", "What is PASSPORT To Health", or preventive notices)?	Yes	8	2.05%	161	42.04%	3	2.68%	52	47.71%
	No			187	48.83%			45	41.28%
	Don't Know			35	9.14%			12	11.01%
How useful did you find them?	Very Useful	33	8.44%	106	29.61%	10	8.93%	36	35.29%
	Somewhat Useful			53	14.80%			17	16.67%
	Not Useful			1	0.28%			0	0.00%
	I didn't use it			198	55.31%			49	48.04%
How were you notified your child was on PASSPORT To Health? (Please check only one answer).	I received a letter welcoming my child	3	0.77%	254	65.46%	0	0.00%	72	64.29%
	My county eligibility caseworker			85	21.91%			28	25.00%
	I received a phone call			1	0.26%			0	0.00%
	I received a letter saying my child was assigned			12	3.09%			6	5.36%
	Other			7	1.80%			2	1.79%
	I do not remember			2	0.52%			0	0.00%
	I was not notified			27	6.96%			4	3.57%
True/False My child must have a referral to see a specialist.	True	4	1.02%	339	87.60%	0	0.00%	92	82.14%
	False			48	12.40%			20	17.86%
True/False If my child is pregnant, she can have a pregnancy exam without a referral. (On this question the clients who answered "did not apply" were removed from the percentage for True/False).	True	12	3.07%	70	81.40%	2	1.79%	24	92.31%
	False			16	18.60%			2	7.69%
	Does not apply			293	77.31%			84	76.36%
True/False If my child's provider cannot fit him or her in for a routine appointment, he or she can go to the emergency room.	True	6	1.53%	170	44.16%	1	0.89%	58	52.25%
	False			215	55.84%			53	47.75%
True/False My child can get emergency treatment in the emergency room without a referral.	True	9	2.30%	351	91.88%	2	1.79%	97	88.18%
	False			31	8.12%			13	11.82%
True/False If my child is NOT pregnant, he or she needs a referral from his or her provider for "Family Planning" services. (On this question the clients who answered "did not apply" were removed from the percentage for True/False)	True	15	3.84%	40	45.98%	2	1.79%	14	51.85%
	False			47	54.02%			13	48.15%
	Does not apply			289	76.86%			83	75.45%
True/False My child can change PASSPORT Providers on a monthly basis, if wanted.	True	15	3.84%	145	38.56%	3	2.68%	49	44.95%
	False			231	61.44%			60	55.05%
How far do you travel ONE DIRECTION to see your child's personal provider?	0 to 30 miles	3	0.77%	354	91.24%	0	0.00%	98	87.50%
	31 to 60 miles			24	6.19%			9	8.04%
	61 to 90 miles			4	1.03%			3	2.68%
	91 to 150 miles			5	1.29%			2	1.79%
	151 miles or more			1	0.26%			0	0.00%

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Use any number from 0 to 10 where 0 is the least satisfied possible, and 10 is the most satisfied possible. How satisfied are you with the PASSPORT To Health Program?	0 - Not at all	5	1.28%	4	1.04%	2	1.79%	2	1.82%
	1			2	0.52%			1	0.91%
	2			1	0.26%			0	0.00%
	3			2	0.52%			1	0.91%
	4			10	2.59%			3	2.73%
	5			18	4.66%			6	5.45%
	6			7	1.81%			2	1.82%
	7			35	9.07%			9	8.18%
	8			49	12.69%			8	7.27%
	9			60	15.54%			12	10.91%
	10 - Completely			198	51.30%			66	60.00%
In general, how would you rate your child's overall health now?	Excellent	3	0.77%	177	45.62%	0	0.00%	58	51.79%
	Very Good			147	37.89%			39	34.82%
	Good			48	12.37%			13	11.61%
	Fair			13	3.35%			1	0.89%
	Poor			3	0.77%			1	0.89%
What is your age now?	Younger than 18	6	1.53%	17	4.42%	2	1.79%	6	5.45%
	18 to 24			63	16.36%			17	15.45%
	25 to 34			140	36.36%			35	31.82%
	35 to 44			94	24.42%			27	24.55%
	45 to 54			37	9.61%			15	13.64%
	55 to 64			24	6.23%			6	5.45%
	65 to 74			10	2.60%			4	3.64%
	75 or older			0	0.00%			0	0.00%
What is your child's age now?	Up to 2 years old	7	1.79%	113	29.43%	2	1.79%	26	23.64%
	3 to 6 years old			94	24.48%			24	21.82%
	7 to 11 years old			87	22.66%			28	25.45%
	12 to 18 years old			90	23.44%			32	29.09%
Are you male or female? (Note: On the child survey this is in regards to the person filling out the survey, not the child).	Male	3	0.77%	35	9.02%	0	0.00%	15	13.39%
	Female			353	90.98%			97	86.61%
Is your child male or female?	Male	5	1.28%	202	52.33%	0	0.00%	56	50.00%
	Female			184	47.67%			56	50.00%
What is the highest grade or level of school that you have completed? (Note: On the child survey this is in regards to the person filling out the survey, not the child).	8th grade or less	3	0.77%	18	4.64%	0	0.00%	8	7.14%
	Some high school			69	17.78%			26	23.21%
	High school graduate or GED			136	35.05%			38	33.93%
	Some college or 2-year degree			143	36.86%			38	33.93%
	4-year college graduate			17	4.38%			1	0.89%
	More than 4-year college degree			5	1.29%			1	0.89%
What is your child's race? (Please mark one or more) (NOTE: May total more than 100% because respondents could choose more than one)	White	6	1.53%	292	75.84%	0	0.00%	28	25.00%
	Black or African American			8	2.08%			3	2.68%
	Asian			4	1.04%			0	0.00%
	Hispanic/Latino			25	6.49%			6	5.36%
	Native Hawaiian or Pacific Islander			0	0.00%			0	0.00%
	American Indian or Alaska Native			112	29.09%			112	100.00%
	Northern Cheyenne			11	2.86%			11	9.82%
	Assiniboine			12	3.12%			12	10.71%
	Gros Ventre			10	2.60%			10	8.93%
	Sioux			22	5.71%			22	19.64%
	Crow			14	3.64%			14	12.50%
	Blackfeet			27	7.01%			27	24.11%
	Salish			12	3.12%			12	10.71%
	Kootenai			8	2.08%			8	7.14%
	Chippewa			13	3.38%			13	11.61%
	Cree			15	3.90%			15	13.39%
	Other Tribe			11	2.86%			11	9.82%
	Unspecified			0	0.00%			0	0.00%
How are you related to the child?	Mother or father	5	1.28%	344	89.12%	1	0.89%	92	82.88%
	Grandparent			31	8.03%			15	13.51%
	Aunt or Uncle			4	1.04%			3	2.70%
	Older brother or sister			0	0.00%			0	0.00%
	Other relative			0	0.00%			0	0.00%
	Legal Guardian			7	1.81%			1	0.90%
Did someone help you complete this survey?	Yes	2	0.51%	103	26.48%	0	0.00%	36	32.14%
	No			286	73.52%			76	67.86%
	Don't Know			0	0.00%			0	0.00%

Question	Answer	2004-05							
		All Child				NA Child			
		Number Received		391		Number Received		112	
		Blank	% Blank	#	%	Blank	% Blank	#	%
How did that person help you? Check all that apply (NOTE: May total more than 100% because respondents could choose more than one)	Read the questions to me	293	74.94%	6	6.12%	78	69.64%	2	5.88%
	Wrote down the answers I gave			4	4.08%			0	0.00%
	Answered the questions for me			2	2.04%			0	0.00%
	Translated the questions into my language			3	3.06%			0	0.00%
	Asked me questions over the telephone and typed my answers			90	91.84%			32	94.12%
	Helped in some other way			0	0.00%			0	0.00%